

Frequently Asked Questions (FAQs)

Well done at taking this first step to make some positive lifestyle changes!

The answers to our frequently asked questions are designed to give you practical and helpful information about the service. For a full list of Livewell Terms and Conditions visit our Client Information page. **All our website, social media and contact details are given at the end of this document.**



COVID-19

COVID-19 has changed our service but we are working hard to still offer a fun and supportive programme packed with safe activities and opportunities to get fit and healthy. We are following the latest Government guidance and we need all clients to do the same including:

- Maintaining social distance from members of the team and other clients (unless they are from your own household).
- Washing hands regularly, including before and after attending face to face sessions and during sessions if possible. Also ensure you use hand sanitiser regularly.
- Not travelling by car to sessions with anyone outside of your household.

You must inform us and must not attend any sessions if:

1. You have tested positive for COVID-19 and are still unwell or in the self-isolation period.
2. You have symptoms of COVID-19.
3. You are living with someone who meets either of the above.

Please help us by following the guidance and helping everyone to stay safe and well.

When and how do I contact my advisor?

We know from evidence and experience that the more contact you have with the service, the more likely you are to succeed in reaching your health goals. As a result you have a Livewell advisor who is your key contact point supported by our full advisor team who may also see you during your 12-month programme. In the first couple of months your advisor will see you at your initial Activation meetings and contact you at two, four and eight weeks as needed to check how you are getting on and support you if you need it. If you prefer a face-to-face meeting, the options are limited at the moment due to COVID-19, but please keep an eye on our activity programme which can be found at the bottom of our homepage. You can also text, ring or email your advisor but please allow 48 hours for a response as the team is very busy. Alternatively, you can contact the Livewell customer team or direct message us on Facebook.

I need more help with my diet/eating habits, is there anything for me?

Lose Weight Feel Great is our 8-week weight management course which gives you the knowledge and motivation to lose weight sensibly and keep it off for good! The course is designed by our Livewell Nurse and Dietician and incorporates the very latest national guidance around healthy eating and long-term weight loss/management. We get fantastic feedback for this fun and practical course and **evidence shows that clients attending all eight sessions lose an average of 10lbs by the end.**

Due to its success and popularity the best time to book is at your activation session but don't worry if you didn't do this, check upcoming courses on the Livewell activity programme on our Client Resource page and get booked today by emailing the Livewell Customer Contact Team (details at the end of this document).

I really want to get fitter straight away, what is available for me?

We know that to lose weight, moving more often is just as important as what you eat and increasing your physical activity can have huge health benefits including lowering your blood pressure and your risk of certain diseases. We are currently offering

- Outdoor activities in parks across the city
- Virtual exercise classes
- Couch to 5k courses
- Cycle rides
- Health walks
- Home exercise programmes

For clients that have certain medical conditions or those that haven't been active for a while, we offer a personalised prescription of activities to ensure that clients safely achieve their goals for long-term, sustained weight loss.

You will be asked at activation to book onto the Livewell activities you're interested in. For a full list of activities, visit the Livewell activity programme on our homepage. Remember, to check back often as we add new sessions and make seasonal changes. Due to COVID-19 most exercise sessions require booking in advance each time, so please contact your advisor.

Our Livewell Facebook page and weight management support group shows videos and pictures of clients enjoying our activities and lets you know about any changes to our activity programme. We'd love you to share and like our content.

What if I have any queries or want some support?

The more you get involved in the Livewell programme, the higher the level of support you'll receive from the team – this includes attending our current face to face activities and keeping in touch with your advisor. On top of this our wide range helpful resources like food diaries and our eatwell booklet will help to guide you and keep you motivated. Successful clients say that these are essential in helping them to lose weight and keep it off.

Another great way of receiving support is through our Twitter and Facebook pages including our weight management support group. From inspirational client stories to live exercise sessions to motivational tips and activity/eating advice, you can really feel part of the programme by joining our social on and offline community. Many clients ask questions either by posting to the page or by direct message, which are answered as part of a live discussion or soon after by our dedicated team.

Livewell volunteers

During your time on the programme, you may meet some of our friendly volunteers who support the programme and help clients to succeed with lifestyle improvements. Many have been through the programme themselves, so they understand the challenges of making changes and have valuable experience of achieving success. It is their job to support you, alongside our advisor team, during many of our group sessions – even simple things like welcoming you to your first activity. However, they cannot advise on your health or the activities that you should attend; this is the job of your advisor. Please check with an advisor to ensure any activities you are planning to attend are suitable for you, particularly if you have any medical conditions.

Our volunteers want to give something back by helping others. If you are interested in becoming a volunteer please contact paul.mcginty@derby.gov.uk. There are various roles including supporting our Health Hubs, Lose Weight Feel Great courses or supporting clients in Livewell activities, such as our Couch to 5k courses. You could also become a Volunteer Walk Leader and help to lead one of our health walks or even start a new one. For the Walk Leader role, you do not have to be a current or previous Livewell client, so feel free to tell friends or family members, particularly if they enjoy walking and meeting new people.

What are my obligations to the Livewell programme?

The popularity and success of the programme means places are limited so we need to make sure that clients achieve their goals through the right level and type of support. Our client review appointments evaluate your goals and

record measurements such as blood pressure, weight and activity levels **every three months** to help you keep on track and support you if you have encountered any speed bumps on the way. These sessions are here for you to get the support you need to keep up the good work and make the most of the one chance on the Livewell programme.

It's essential you attend or respond to your advisor's call for the four quarterly review appointments during your 12-month programme. The Livewell Customer Contact Team or your advisor will contact you when you are due a review. If you feel you are coming up to a review but haven't been contacted, please get in touch with our Customer Contact Team. Remember the more contact you have the more successful you will be.

*** Important – failure to return our calls to book a review or turn up for appointments**

If you fail to contact us within two weeks of us calling, emailing and if needed, writing to you to book your review, you will be discharged from Livewell and your membership will be cancelled.

If you fail to turn up for an appointment or review without giving at least 24 hours' notice, your leisure centre membership, if you have one, will be suspended automatically until you attend your next appointment.

If you fail to attend three appointments in a row, your leisure centre membership and Livewell membership will be cancelled.

Do I have to go every week?

We recommend that you receive regular support by attending the various activities and sessions on offer as part of the Livewell activity programme. You should aim to be weighed regularly at a Health Hub (if available) at least once every month. Alternatively you can weigh yourself and keep your advisor informed so they can update your records. As part of your commitment to the programme, we expect you to be making sensible, sustainable lifestyle changes, as this will obviously help you to lose weight.

I want to use the leisure centres, what can I access?

After attending your second activation session, your Livewell journey begins. The card you'll receive at your activation entitles you to go to all the Livewell activities and also sessions at the Derby City Council Leisure Centres (terms and conditions apply). However, if you want to access swimming, exercise classes or one of the gyms it is important that you are committed to losing weight and improving your lifestyle. If you do not attend activities that you have committed to or you fail to attend or respond to our request for a review, then these may be removed from your membership.

To find the Livewell Terms and Conditions including access to leisure facilities visit our Client Resources page.

How do I book a Livewell activity or course online?

The Leisure Centre activities can be booked from the comfort of your home online through a click and book system. Use the instructions below:

Step 1 – Getting started

To book online you will need to have a Livewell membership card with a membership number, which you should receive at your activation session. Ask your advisor if you don't have one.

Step 2 – Completing your registration

Visit www.derby.gov.uk/sports and click on the online booking link. As a first time user you will need to register. The system will ask you to create a username and password, insert your card number and your email address, and answer security questions. An email will be sent to you to complete your registration.

Step 3 – Booking an activity or course

1. Click on log in and enter your username and password.
2. Under 'I want to book', select 'classes'.
3. Select Livewell from the site options if you want to book a Livewell activity not held at a leisure centre. Select by leisure centre if your Livewell activity is at Derby Arena, Queen's or Springwood.

4. Select the activity you want to do, if required, or leave as all classes if you want to view all available options.
5. Select the date and time range – click search.
6. The options will now be shown and you can add your selected class to your basket.
7. In your shopping basket, select who this booking is for.
8. An email confirmation will be sent to you, which you can take when attending your activity. It can be printed or shown on a mobile device.

What if my details or circumstances change?

If your name, contact number, address, health or any other personal information changes it is your responsibility to let us know. You can do this by contacting an advisor, visiting a Health Hub or Drop-in or by calling/emailing the Livewell Customer Contact Team. If your situation changes so that you can no longer participate in the programme, you need to let us know as soon as possible.

Can I extend my Livewell programme/membership?

We cannot extend programmes/memberships due to the strict way we are funded. However, if your health/personal situation changes so that it impacts on your ability to participate in the Livewell programme, we can consider putting your programme on hold. This needs to be arranged in advance. To put your programme on hold, contact your advisor, visit a Health Hub or call/email the Livewell Customer Contact Team.

Why should I like/follow Livewell's social media?

Our social media community is growing every day and our clients tell us they love the motivation they get from our live sessions and indeed the shared content from other clients. It's a really good way to keep motivated and stay on track so we highly recommend you join our Facebook page/support group and/or Twitter page. As we post daily updates, events, programme changes and cancellations, it's also the best way to keep up to date with Livewell news as it happens. And evidence shows that when changing lifestyle behaviours like losing weight or stopping smoking, the more people you tell the more likely you are to succeed so make sure you post, like and share as much as possible! See addresses/links at the bottom of this document.

What happens after my 12-month programme?

Clients who complete their 12-month programme and attend their 12-month review are entitled to a heavily discounted 12-month Wellness Membership with Derby City Council leisure facilities. More information will be given to you at your 9 and 12 month reviews. For details and prices, download the Wellness Membership booklet on our Client Resources page.

Derby County Community Trust's Everybody Active membership offers access to a wide range of group activities for under £1 a week. Open to everyone over the age of 16, classes include badminton, Fitness Yoga, Zumba, Stadfit and more. Find out more at the Derby County Community Trust website – details at the bottom of this document.

I also want to quit smoking, can my advisor help?

Yes, of course! Livewell advisors are trained to support people to quit smoking and can also give medication directly to clients. For more information about our Stop Smoking support, visit our website or speak to our team.

I am worried about my family/child's health – can Livewell support us?

We recognise that despite our best efforts children can sometimes not be as active or as healthy as we would want them to be. Livewell is here to help with a specialist service that is welcoming, supportive and most importantly appealing for children and families. Our fun-packed programme for children aged 5-17 is filled with exciting activities to help children to enjoy being active and support families to eat well. For more information visit the Livewell website or speak to one of our advisors.

Are there any other Livewell services I can use?

Yes our free NHS Health Checks for 40-74 year olds. However, these are currently suspended due to COVID-19 but please check our website for updates of when this service will resume.

I've given consent for my photos to be used for promotional use – what does this mean?

We sometimes take photos and videos of clients during activities or classes. Photos and videos are used to inspire other people in Derby to join our programme and to promote our sessions to existing clients. We use these photos on our Facebook and Twitter pages, on our website, in local media and in Livewell publications.

Conditions of use

1. We will not include personal e-mail or postal addresses or telephone or fax numbers on video or on our website or in printed publications and advertising.
2. We may use group or class images with very general labels, such as 'a boxwell class' or 'a Lose Weight Feel Great session'.
3. We may use the image in literature unrelated to when the picture was actually taken.
4. We may include the full name of the subject with their image providing consent has been obtained.
5. These images may also be used by partner agencies of Derby City Council.

Derby City Council has ownership rights of all Livewell photographs taken. You must get written permission from us before you reproduce or distribute anything in this document.

Contact Information

Livewell website – <http://www.livewellderby.co.uk/>

For programme information and to apply/register to lose weight, stop smoking or get an NHS Health Check.

Client Resources page – <https://www.livewellderby.co.uk/resources>

For client resources, activity programmes, recipes, Wellness membership.

Livewell NHS Health Check page - <https://www.livewellderby.co.uk/nhs-health-checks>

To book a 30 minute Health Check appointment. Note these are suspended due to COVID-19.

Derby County Community Trust - <http://www.derbycountycommunitytrust.com/programmes/health/>

For information about the Everybody Active membership and other health programmes

Livewell Facebook - <https://www.facebook.com/livewellderby>

For live exercise sessions, virtual health hubs, client success stories, up to date news, motivation, tips and advice.

Livewell Twitter - <https://twitter.com/livewellderby>

For client success stories, up to date news, motivation, tips and advice.

Livewell Customer Contact Team – email livewell@derby.gov.uk or call 01332 641254

For general enquiries about Livewell or if you can't reach your advisor.

Opening times: Mon-Thurs 9am-5pm, Fri – 8.30am-3.30pm

Norman's story: I'm half the man I used to be!

Name: Norman Todd

Weight loss: 63 kilos / 10 stones

Was: 132 kilos / 20 stones 11lb, BMI 44.1

Now: 70 kilos / 11 stones, BMI 23.3

Height: 173cm



Then and now: Norman, left, before joining Livewell and right after losing 10 stones

New lease of life for Norman after incredible 10-stone weight loss

61-year-old Norman Todd is a shadow of his former self thanks to joining Livewell – a free healthy lifestyle programme run by Derby City Council.

Wake-up call

Norman's 40-year struggle with weight started when he left school. His weight crept up over the years, peaking at 21 stones.

The retired teacher from Chellaston was given a wake-up call after a mild heart attack in March 2015. His doctor suggested Livewell's free 12-month plan could help Norman to shed some all important pounds to improve his health.

"I was buying bigger clothes with every year that passed and knew deep down that I needed to do something. Finding out I was morbidly obese gave me the final push to take action and sign up for Livewell."

Tailored support and sociable activities

Despite being apprehensive, Norman was soon made to feel welcome to Livewell's social meetings and activities. His advisor, Ben - a specialist in cardiac rehabilitation and weight management – created an

individual plan for Norman that combined a practical 8-week healthy eating course, gentle exercise and one-to-one support.

“Having a plan to follow that suited my needs made it easy to get started. I met so many people in the same boat as me and we supported and motivated each other by comparing struggles and sharing tips. I never once felt judged because of my weight.”

Norman steadily lost weight and gradually built his fitness through gentle walks, badminton and Livewell circuits.

“I’d not done any exercise since leaving school but I was surprised how much I enjoyed getting stuck in, working hard to improve my fitness and having a laugh with the new friends I made.”

Breaking bad snacking habits was another key change to Norman’s lifestyle after completing Livewell’s Lose Weight Feel Great course:

“I’ve learnt to eat healthy filling meals with sensible portion sizes that prevent me snacking. Surprisingly, I discovered that I wasn’t eating enough protein at breakfast so I’ve introduced high fibre cereal, bananas or low fat yogurt to get a better start to the day.”

Life today

Today Norman’s a fitter, healthier and more positive person. And Norman’s wife, Carol and two grown up children couldn’t be happier with his transformation.

“My wife and children can’t believe the difference. Before I could hardly walk to the end of the road now I’m always on the go, doing two hours of exercise nearly every day.”

Norman’s love of physical activity means his days are filled with cycling, walking, the gym, badminton, circuits and walking football. Some people might imagine that he’d be flat out after all that physical activity but Norman argues it’s done wonders for his energy levels:

“I have an enormous abundance of energy and I feel so well. Although I’m retired, I still do GCSE examining work and whereas before I might get stressed or tired, I find I’m not the least bit stressed now. My memory is sharper and I sleep so much better too.”

To maintain his fitness and weight, Norman has taken advantage of Livewell’s post programme Wellness membership so he can continue to use Council leisure facilities and take part in Livewell classes for a further year.

Norman’s Tips

- Keep a log of your food portions, using the Eatwell Plate as a guide.
- Focus on long-term commitment to achieve success. Losing and maintaining a healthy weight is not a quick fix.
- Make the most of Livewell activities including the Lose Weight Feel Great course – the encouragement from others really helps.



Andrea discovers a new love of exercise and sheds 5.5 stone along the way!

Start weight: 22 stone, BMI 50

Weight after 12 months on Livewell: 16.7 stone, BMI 37

Weight loss: 5.5 stone



A Derby City Council Project

Mum of four, Andrea Wightman wanted to lose weight for her children and be a fabulous mother of the bride.

The 45-year-old from Oakwood joined Livewell in January last year after 20 years of being overweight. Like many mums, her weight piled on in between her pregnancies and with three of her four children diagnosed with Autism, Andrea turned to junk food to have the time to juggle their needs.

With Livewell's help, Andrea steadily gained confidence and with the support of husband, Mark, the pair has shed an astonishing 8.5 stone between them and are fitter than they've ever been.

Andrea shares her amazing story:

“Since having my first child 20 years ago, I’ve steadily gained weight. I had four babies in four and a half years and put on 7 stone. I tried crash diets but I’d put on more weight after. Due to my weight my pelvis separated when I was pregnant and I lived with constant pain for over 15 years. On days out I would sit and watch my husband playing with the children as I couldn’t join in.

In January 2017 I decided enough was enough, I needed to take control and improve my health, so on my doctor’s recommendation I joined Livewell.

The first exercise session was tough. I suffer with anxiety and was scared of being able to take part. Luckily my husband, Mark offered to come and support me as my buddy. He has been amazing, supporting me every step of the way and believing in me – I couldn’t have done it without him.

My advisor, Antony and the Livewell team quickly put me at ease, they’d constantly reassure me ‘you can do this.’ I really thought someone of my size could surely not exercise, I was wrong! I’ll never forget my first boxwell class, I scurried to the back corner, thinking I can’t do the moves they’re doing. When Antony said ‘plank’ I was horrified, I couldn’t even get down to the floor let alone get into a plank position but he said I could and I managed a few seconds but getting back off the floor was quite a problem!

I love the Livewell activities, we have made some fantastic friends. My favourite is boxwell - a great work out for the whole body, I partner my husband so we can really go for it with the punches!

Livewell’s 8 week Lose Weight Feel Great course gave me ideas and tips on how to reduce sugar, salt and fat from our meals as well as what sensible portion sizes look like. As a family, we now eat three times a day and have fresh home prepared meals rather than quick to grab ready meals from the freezer. I also opt for water instead of fizzy drinks.

My life is now totally different. I do at least 20 hours a week of activity including boxwell, kickwell and circuits, walking and jogging. I don’t send the children upstairs to collect things for me any longer, I am happy to run up and get them myself.

My family saying they are proud of me is an amazing feeling. I can't ever see myself not exercising, it's part of my lifestyle for good. Now that my Livewell 12-month programme has ended, I have signed up for Derby County Community Trust's Everybody Active membership and will carry on walking with my husband daily. I have my first 5k coming up and have signed up to more runs later on in the year.

I will not be the fat mother of the bride at my eldest daughter's wedding. I have dropped five dress sizes and my aim is to get down to at least a size 14 which will be the smallest I have been since my wedding day in 1996!

I've told all my friends and family about Livewell and my two daughters and parents have signed up. I encourage anyone to join, it doesn't matter who you are, there is something for everyone. My fellow clients have been so supportive, they have become firm friends and I consider them my Livewell family.

I now volunteer for Livewell to help people the way I have been helped in this past year."

Livewell's 12-month Lose Weight programme supports clients to achieve their health goals through a wide range of free exercise sessions, an 8 week weight management course and weekly meetings and drop ins. To find out more visit livewellderby.co.uk

Andrea before and after her life changing journey

